



Dubai, United Arab Emirates



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EDUCATION

BACHELOR OF SCIENCE

University of Nicosia / Cyprus / 2002

Hotel and Tourism Management

ASSOCIATE OF SCIENCE

University of Indianapolis / 1999

Hospitality Management

LINKS

LinkedIn:

<http://www.linkedin.com/in/vikrantgadila-76203820/>

ACHIEVEMENTS

- Organized GCC cooperation council
- Created room service collection board
- Scored highest in mystery checks in F&B department
- Awarded remarkable F&B trainee manager

SEMINARS AND TRAININGS

CERTIFICATIONS

- Fire and life safety (Fire Warden)
- Occupational health and safety
- Safety management system
- TUV nord - Basic and Intermediate food hygiene
- Wine and spirits
- Habanos cigar training
- Train the trainer
- Departmental trainer
- Finance for non-financials
- Crisis Incident management
- Interviewing and selection skills (ISS)

HARD SKILLS

- Restaurant and bar management
- Micros/Opera/Respak
- Microsoft Office
- Product knowledge
- Cost control/auditing
- Performance tracking
- Team appraisals
- Menu design
- Competition check
- Recruitment
- Total quality management
- Leading quality assurance

SOFT SKILLS

- Excellent communication
- Self-driven
- Time management
- Multitasking
- Public speaking
- Decision making
- Quick learner
- Creativity
- Critical thinking
- Problem solving
- Complaint handling
- Team building
- Management leadership
- Giving helpful feedback
- Dealing with difficult customers

PERSONAL DETAILS

Visa status: Transferable U.A.E.

Residence Visa

DRIVING LICENSE

Driving license category

U.A.E. Light Motor Vehicle

Customer-focused, performance-driven individual with more than 15 years of management experience specializing in full-service hospitality operations. Possessing excellent management skills and having the ability to work with a multicultural team, consistently achieving set targets, being result-oriented and gaining vast knowledge in forecasting, budgeting and P&L. Addressing guest's needs and concerns to continuously enhance service standards and quality. Proven effectiveness to multi-task in competitive challenging and fast-paced environment, bringing forth a beneficial skill-set of managing food and beverage service to maximize profit and minimize costs.

WORK EXPERIENCE

Etihad Airways

Nov 2013 - Nov 2020
Abu Dhabi, U.A.E.

FOOD AND BEVERAGE MANAGER

- Conducted briefings, shared guest alerts and set daily goals.
- Managed guest experience and service delivery.
- Conducted service, safety coaching and trainings.
- Recognized and increased brand loyal guests by introducing reward programs.
- Managed Tailor-made service delivery with 100% guest satisfaction.
- Solved guest complaints in a timely manner.
- Conducted appraisals and performance reviews.
- Created guests database with constructive feedback.
- Logged health, safety and hygiene reports.
- Maintained chillers' temperatures for food sanitation and hygiene.
- Ensured plating guides are followed to maintain consistency.
- Par-stock levels maintained to ensure no wastage, prepared daily post-operation reports.
- Implemented effective measures and achieved Net Promoter Score NPS as set by company with 89% and overall guest satisfaction was at 95% driven by the service team.

Emirates Palace

Jan 2007 - Oct 2013
Abu Dhabi, U.A.E.

OPERATIONS MANAGER - F&B

- Maintained service-driven culture through 100% staff and guest satisfaction.
- Worked closely with the Front Office team as part of the executive lounge duties for smooth welcoming of guests.
- Managed bookings and guest alerts in Opera to provide utmost levels of service.
- Welcomed and served Royalties and Dignitaries and all valued guests keeping in mind set decorum.
- Provided enhanced supervision and performance review, briefing the team with hands-on trainings.
- Ensured highest levels of service, making sure that guest expectations are not only met but exceeded.
- Optimizing sales whilst working within planned costs.
- Trained food and beverage team, prepared training schedules.
- Handled guest complaints and resolved with timely appropriate action.
- Extensively involved in formulizing, setting-up and implementing of SOP.
- Worked directly with other departments and achieved set operation goals.
- Supervised guestroom planning, events, restaurant bookings and payments.
- Handled recruitment and interviewing process with support from the HR team.
- Participated in menu planning, pricing, design and conducted competition check.
- Managed outlet operations: team allocation, daily briefings, setting up goals.

Responsible for the following outlets:

Feb 2012 - Oct 2013

RESTAURANT MANAGER MEZLAI (EMIRATI RESTAURANT)

Sep 2009 - Jan 2012

CAFE AND BAR MANAGER (LOBBY CAFÉ, CIGAR & COCKTAIL BAR)

Apr 2008 - Aug 2009

RESTAURANT & LOUNGE MANAGER (IN-ROOM DINING, MINI BAR, LOUNGE)

Jan 2007 - Mar 2008

ASSISTANT RESTAURANT MANAGER (IN-ROOM DINING, MINI BAR, LOUNGE)

ASSISTANT RESTAURANT MANAGER

- Worked directly with management team and achieved set operation goals.
- Managed in-room dining, all-day dining outlets.
- Handled meeting incentives and conferences for 200-300 guests.
- Maintained HACCP and occupational health card for the outlets.
- Provided effective and courteous service ensuring exceeded customer expectations.
- Conducted training and maintained related manuals.
- Maximized profitability, achieved quarterly targets by employee retention.
- Handled inventory control and stock taking.
- Motivation and evaluation process of staff, formulated star employee incentive program.
- Introduced topic of the day, empowering shift leaders to do 5 minute training.
- Managed outlet operations: team allocation, daily briefings.

LANGUAGES

English

Arabic

Hindi

Greek

HOBBIES

- Travelling
- Nature
- Environment
- Culture
- Reading
- Food And Music

REFERENCES

MR.MOHAMED ZAKARIA MOHAMED KHALIFA

Etihad Airways (Performance Manager)

✉ mohamedhalifa@etihad.ae

MR.KEES HEUVELING

Kempinski (Retired General Manager)

✉ Kees.Heuveling@yahoo.com

MR.PERCY SANGAPALA

Emirates Palace (Retired Asst. Training Director)

✉ psangapala@gmail.com

MR.JEAN-PIERRE GARAT

Armed Forces Officers Club (Executive Director-Catering and Hospitality)

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